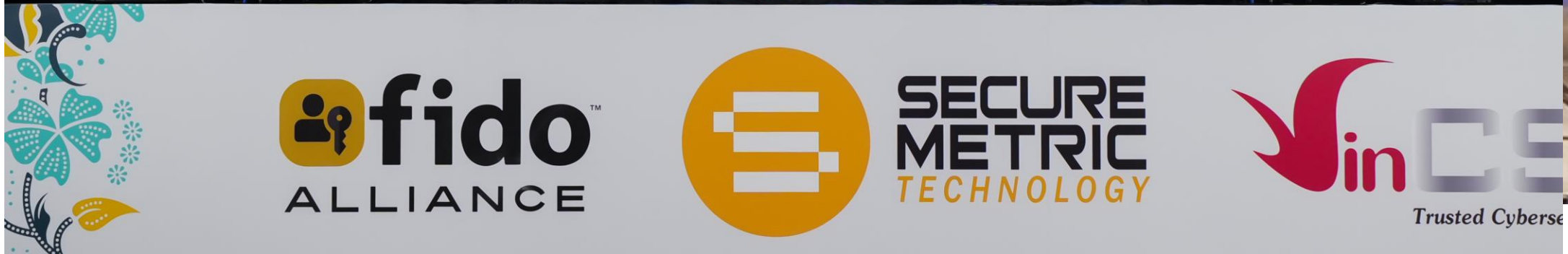


# Taiwan Updates

Karen Chang, Co-Chair of BAWG, APKIC

Vice President of Egis Technology

Board Representative of FIDO Alliance, Chair of FIDO Taiwan Forum



# A Quick Glance on the Status of Global Passkey Adoption

# Passkey awareness is increasing

**57%**

---

of consumers  
are aware of  
passkeys – up from  
39% in 2022



**68%**

---

of organizations  
say passkey  
deployment is a high  
or critical priority

# Consumer Adoption

## Microsoft

- 99% completion rate for passkey enrollment
- 98% sign-in success rate
- 3x faster sign-ins over passwords
- 9x faster sign-ins over password + MFA



## DocuSign

- 20% reduction in password reset costs just 3-4 months post-rollout
- Resulted in increases in Net Promoter Scores
- Reduced documented customer complaints about login flows

**DocuSign**

## Mercari

- Sign-in success rate grew from 67.7% (SMS 2FA) to 82.5% – over a 21% improvement
- Authentication time decreased from 17s (SMS 2FA) to 4.4s – nearly 4x faster
- ZERO phishing incidents

**mercari**

## Air New Zealand

- 30% opt-in in first 24 hours
- 4.7x improvement time to complete & improvement in success rate
- 50% reduction in abandonment rates
- Reduced account recovery calls and call center attacks

**AIR NEW ZEALAND** 



# Consumer Adoption

## Amazon

Since October 2023

- 175 million passkeys created
- Passkeys available to 100% of customers



## Google

- 30% higher sign-in success rate
- 20% faster sign ins on avg (40-50% on mobile)
- 63% of customers feel passkeys are safer, easier
- 2.5B+ sign-ins & 800M+ accounts using passkeys



## PlayStation

- 24% reduction in sign-in time on web
- 29% of password resets resulted in passkey conversion, removing passwords completely
- 88% of users engaging with passkey content completed the transition and eliminated their passwords



## Ebay

- 14% users enrolled in passkeys and growing
- 25M+ users utilize passkeys as primary authentication method
- 93% sign-in success rate



# Enterprise Adoption

## IBM

- Conditional MFA approach, introduced synced passkeys June 2022 in addition to pre-existing device-bound passkeys
- Prioritizing user education and adoption with education and manager incentives
- Determines use of synced vs device-bound passkey via appropriate assurance level



## Alibaba

- 19k employees actively using passkeys (10% increase from 2023)
- 50,000 passkey requests weekly
- 1,000,000 fewer 2FA texts in past year
- User-reported issues have significantly decreased



## T-Mobile

- 200,000+ YubiKeys deployed for employees, vendors and partners
- Replaced passwords and OTPs with device-bound security keys for passwordless authentication
- Deployment completed in under three months
- Reduced phishing incidents, improved cybersecurity efficiency



## DocuSign

- 20% reduction in password reset costs just 3-4 months post-rollout
- Resulted in increases in Net Promoter Scores
- Reduced documented customer complaints about login flows



# Government Adoption

## UK NHS

- 20+ partners and services integrated with NHS login
- 250,000 FIDO authorization requests a week
- 25,000 new users per week with FIDO UAF biometric authentication set up
- Reduced SMS OTPs by two-thirds (1.5 per user per month from 4) yielding significant cost savings



## Virginia Beach

- Workforce and e-citizen services launched in 2024
- FIDO2 + SSO for employees and citizens
- Plans to launch more passwordless initiatives



## USDA

- Workforce device-bound passkey rollout in 2024
- Two device-bound FIDO options were piloted
- 600+ applications protected from advanced MFA bypass techniques by using FIDO authentication in SSO system



## Michigan.gov

MiLogin service with millions of public users, employees, contractors and partners:

- Abandonment rates dropped from 85% to 13%
- 34.7% Reduction in registration time
- 30% Reduction in IT help desk calls





# Back to Taiwan, and FIDO Taiwan Forum

# FIDO Taiwan Forum Updates

11%

of Global Membership  
From FTF



1

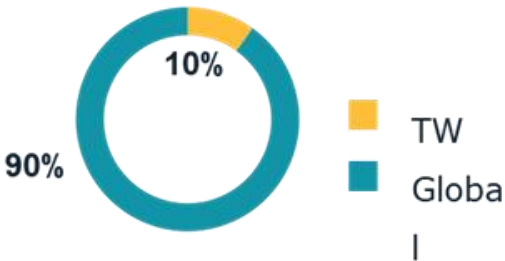
Government  
Services



MOICA  
TW FIDO

10%

of Global Product  
Certifications by FTF  
Members



2

Government  
Recognized  
Services



FSC  
Financial FIDO



NICS  
Government ZTA  
(FIDO-Based User Management)

Identity Theft

Fraud

MitM Attack

Phishing

## Challenges In Digital Era

## Turns Into Opportunities



MOICA  
TW FIDO

200+

Gov  
Service

30+

Enterprise  
Services

50M+

Users



FSC  
Financial  
FIDO

10+

- Financial Holding
- Banking
- Insurance



第一銀行 First Bank



上海商業儲蓄銀行  
THE SHANGHAI COMMERCIAL & SAVINGS BANK, LTD.



臺灣銀行  
BANK OF TAIWAN

星展銀行 DBS



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Academia Sinica

The highest academic research institute

資料來源：FIDO聯盟臺灣分會、內政部

# 【遊 安全

為了強化  
一步提高  
文/ 羅正漢

略冠科技  
進行審閱

露天市集

啟動一場  
探索的趣味旅程



登入

新朋友？請先註冊



Google



Line



Facebook

或

Passkey 無密碼登入

需申請 Passkey 免密碼登入才能使用 [i](#)

或



karen\_chang@ruten.com.tw

.....|



[忘記密碼？](#)

登入

[其他登入方式](#) ▾

# Summary & Plan

## ❖ Highlights

- The most convenient and safe authentication, FIDO, is well-known and popular in Taiwan
- Already adopted by enterprises, government agencies, and more

## ❖ Challenges

- FIDO certification program
- New standards adoption

## ❖ Next Step

- Continue promotion in various domains (including healthcare and telecom domain)
- Engaging with several industry giants and various sides



# FIDO Alliance India Working Group Member Meetup and Workshop

June 6 @ 9:30 am – 2:30 pm Bengaluru/India

@Google Ananta, Bengaluru, India

FIDO Alliance

## India Working Group Member Meetup and Workshop

June 6th, 2025 | Time: 09:30 - 14:30 (India Standard Time)



### Event Highlights:

- **Use case** presentations from leading organizations including Zoho, Mastercard, Economic Times, and more
- Panel discussion on **FIDO integration** with legacy
- **Opportunities to engage** with industry experts and FIWG members

Welcome!